

DuPont Connection Long Wait Times Due to Medicare Claim Number Solicitation

December 22, 2005

Due to an unanticipated requirement for the Medicare Part D Benefit about 12% of our retiree membership over age 65 was solicited for their Medicare Claim Number the first week of December. These retirees were asked to call DuPont Connection to provide their Medicare Claim Number which is needed to properly process prescription drug claims effective 1/1/2006.

We realized, based on the number of people this mailing went to and the amount of time left in 2005, that there would be longer wait times at DuPont Connection. These wait times were anticipated and are not a reflection of anything other than this mailing. DuPont is currently working with DuPont Connection to manage this effort, but we fully expect that the call volume and wait times to speak with a representative will continue to be higher than normal for the next 5 business days.

If retirees are having difficulty getting through on the line we suggest they call back at a different time of day (afternoon vs. morning) and later in the week vs. earlier.

We have already captured over 70% of the needed information and expect that call volumes will decrease shortly. Again, we appreciate everyone's patience as we continue through this process.